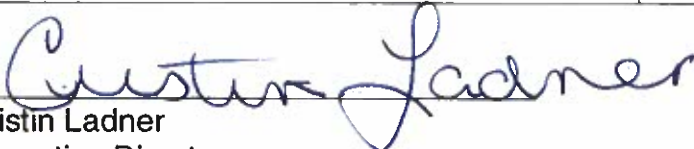


COMMUNITY LIVING BRANT
POLICY AND PROCEDURE MANUAL

SUBJECT: Violence in the Workplace	POLICY NO.: 2.9 PAGE: 1 OF 10
FILE UNDER SECTION: 2 – Health & Safety	EFFECTIVE DATE: May 2004 REVIEW DATE: June 2022


Cristin Ladner
Executive Director

PURPOSE:

Community Living Brant is committed to the prevention of workplace violence. This policy defines workplace violence and outlines procedures for identifying, reporting and resolving incidents of violence in the workplace. Community Living Brant is committed to the expenditure of time, attention, resources and authority to all workplace parties to ensure a safe and healthy working environment. Community Living Brant is committed to reviewing, evaluating and improving the Violence in the Workplace Policy annually in consultation with the Multi Site Joint Health and Safety Committee. For the purpose of this policy, violence is any act of aggression that causes harm, physical or emotional.

POLICY:

Community Living Brant is committed to ensuring all workplace parties are aware of the elements of workplace and work related violence. It is understood that all workplace participants are subject to the constitutional, civil and criminal laws of Canada and Ontario.

Community Living Brant recognizes the potential for violence in the workplace and will make every reasonable effort to identify all potential sources of violence, in order to eliminate and/or minimize these risks. In its provision of service, Community Living Brant may provide supports to people with responsive behavioural challenges.

The Agency will work to ensure that staff are aware of their individual roles and responsibilities for identifying, preventing, avoiding, and if necessary, reporting and resolving workplace violence.

Management of Community Living Brant is responsible for ensuring that all health and safety policies and procedures, including workplace violence are clearly communicated and understood by all employees, through general and site specific orientation, training, and annual review.

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Community Living Brant does not condone use or possession of any dangerous weapon within the locations it operates. No staff or person receiving services may carry or possess a dangerous weapon on any Community Living Brant property or Community Living Brant activity. Dangerous weapons may include but are not restricted to firearms, pellet guns, hunting knives, bows and arrows.

Management is expected to enforce this policy and procedure fairly and consistently throughout the Agency.

Community Living Brant has consulted the following legislation, governing workplace violence in Ontario, to establish this policy:

Ontario Occupational Health & Safety Act
Criminal Code of Canada
Ontario Human Rights Code
Workplace Safety & Insurance Act
Services and Supports to Promote Social Inclusion of Persons with
Developmental Disabilities Act (2008)

SCOPE:

The Violence in the Workplace Policy applies to all Management and employees of Community Living Brant.

DEFINITIONS:

Type of Violence in the Workplace:

External: Involves a person with no relationship to the workplace who commits a violent act.

Person Receiving Services/Customer: (Involves person receiving services) Person to worker, Worker to Person, Person to person.

Employee Related: Can involve anyone who has an employment relationship (management; workers; physicians; contract workers).

Domestic Violence: Personal relationship violence that occurs at the workplace. Both the victims and their work colleagues can be harmed by such behavior.

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Aggression/Responsive Behaviours: would involve no intent to cause harm, as a result of underlying physiological/psychological condition and is often the result of the inability to communicate a need. Most behaviours are time limited.

Violence can include the following acts:

Verbal Abuse: The use of vexatious comments that are known or that ought to be known to be unwelcome, embarrassing, offensive, threatening, bullying or degrading to another person.

Threat: A communicated (verbal or written) intent to inflict physical or other harm to any person or property. A direct threat is a clear and explicit communication indicating that the offender intends to do harm. Veiled threats involve body language or behaviours that leave little doubt in the mind of the victim that the offender intends to harm.

**Aggression/
Responsive
Behaviour:** A response to a stimulus (an effort to communicate an unmet need or reaction) resulting in physical assault or abuse without the use of a weapon. Examples include, but are not limited to hitting, shoving, pushing, punching, biting, spitting, pinching, and groping.

Assault: An attempt to inflict injury on another, coupled with an apparent ability to do so; any intentional display of force that causes the victim to fear immediate bodily harm.

Sexual Abuse: Any unwelcome verbal or physical advance or sexually explicit statement, such as jokes, displays of pornographic material, touching, or leering, that makes a person feel humiliated, intimidated, or uncomfortable, thus interfering with work performance.

Sexual Assault: The use or threat of violence to force one individual to touch, kiss, fondle, or have sexual intercourse with another.

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Domestic Violence: Personal relationship violence that occurs at the workplace, includes repeated harassing phone calls at work and harassing and/or stalking in person at the workplace as well as other forms of violence as defined above.

ROLES AND RESPONSIBILITIES OF THE WORKPLACE PARTIES, WITH RESPECT TO VIOLENCE IN THE WORKPLACE

The responsibilities for ensuring a safe workplace rest with all employees of Community Living Brant as well as the Agency itself. Through this joint responsibility, the workplace will be made safe and healthy for all.

Employer:

- Train and educate all employees
- Integrate safe behaviour into day to day operations
- Take immediate measures to respond to all reported incidents of violence in the workplace
- Facilitate medical attention and appropriate support for all those directly and indirectly involved in any incident of violence in the workplace
- Review of all reports of violence, and/or threats of violence in a prompt, objective, and sensitive manner and follow the Accident/Injury/incident Investigation Policy Section 2.27 as required.
- Take appropriate corrective and disciplinary measures

Supervisors:

- Shall communicate to employees any issues related to potential risk of violence in the workplace as they are made aware and update Risk Registry
- Enforce policy and procedure and monitor employee compliance
- Review all incidents of violence in the workplace and notify police as appropriate
- Facilitate medical attention as required
- Ensure that debriefing is completed with all those directly or indirectly involved in the incident
- Inform employee of the Employee Assistance Program, and encourage the use of this service

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- Track and analyze incidents, and make recommendations for corrective actions
- To eliminate and/or reduce any future risk of violence
- Ensure the establishment of appropriate support protocols for the day to day support of people receiving services. Protocols shall be reviewed with all applicable staff and such review documented
- Conduct an initial risk assessment on any new work site
- Conduct an annual risk assessment of each work site or more often as circumstances change
-

Employees:

- Shall enquire about any issues related to potential risk of violence upon arrival to work
- Shall communicate any issues of potential risk of violence to their Supervisor and other staff team members as they are made aware
- Must understand and comply with Violence in the Workplace Policy and related procedures
- Promptly report all incidents of violence to their Supervisor using the "Worker's Report of Injury/Disease/Violence" form
- Notify Police as appropriate
- Participate in education and training programs in order to appropriately respond to possible incidents of violence in the workplace
- Follow all established support protocols and programs in the day to day support of people receiving services
- All employees are responsible for assisting in maintaining a safe work environment
- Participate in an annual risk assessment that is to be completed for each work site

Multi Site Joint Health and Safety Committee:

- Review Environmental Assessment Summaries and Violence in the Workplace Investigation Reports and make appropriate recommendations to Management
- Review the effectiveness of the Violence in the Workplace Policy and Procedure annually through the review of incidents and the Annual Risk Assessment and make appropriate recommendations to Management.

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Components of Community Living Brant's Violence in the Workplace Prevention Program Procedure

1. Environmental Assessment Tool (analysis of a worksite)
2. Control and response measures—site specific training, back-up and emergency procedures
3. Reporting, investigating and responding to all incidents of violence in the workplace
4. Education and training of employees who may be exposed to violence in the workplace
5. Evaluation of services/procedures
6. Accountability

1. Analysis of Worksite:

Risk Assessment:

At least annually, a workplace violence risk assessment will be completed on each site within Community Living Brant using the environmental assessment tool. This will be completed together by the site Supervisor, Support Worker/designate, and the site Health and Safety Representative. It will be reviewed and summarized by the Supervisor and Health and Safety Representative and forwarded to the Multi Site Joint Health and Safety Committee. Feedback and recommendations from the Multi Site Joint Health and Safety Committee will be sent to the Supervisor for implementation and the Director for information. The Supervisor shall review such feedback/recommendations with the team. Any identified hazards will be added to the site specific RISK Registry for that location. The risk assessment will be conducted more frequently if there is significant change within the support requirements of any given site or if recommended by the Multi Site Joint Health and Safety Committee.

Prior to the risk assessment, each employee shall be provided the opportunity to give input regarding issues of violence in the workplace at a designated team meeting and recorded in the minutes. Supervisors shall forward the Workplace Violence Employee Survey prior to such meeting. The information gathered

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through the employee feedback shall be included in the risk assessment.

Results from all risk assessments and employee surveys will be used to develop, adapt and/or revise each worksites' emergency procedures, support protocols, specific training needs, or work site modifications and hazards identified and controls added to the RISK Registry .

2. Control and Response Measures

Training/Orientation

All new employees of Community Living Brant will receive violence in the workplace training as part of the general and site-specific training and orientation. This training will include information on warning signs of domestic violence.

Non Violent Crisis Intervention Training will be completed within 30 days of being hired or as part of the initial orientation with refreshers as required by the training providers and/or legislation. There will be annual re-training. First Aid and CPR Training will be booked prior to the completion of the probationary period and/or re-certified as required.

All site-specific training, including physical layout of the work site, Site Specific Personal protective equipment, medications, Infectious Disease Control (universal precautions), Health and Safety Procedures, On Call system, Emergency Procedures, and specific individual support needs and protocols as well as measures and procedures for summoning immediate assistance were applicable will be reviewed during the orientation period, and annually thereafter.

Community Living Brant understands the responsibilities to take every precaution reasonable under the circumstance to protect workers, comply with the health and safety legislation related to workplace violence, and to provide measures and procedures for "summoning immediate assistance when workplace violence occurs or is likely to occur". Community Living Brant is committed to the development, implementation and maintenance of a sustainable system to summon immediate assistance when workplace violence occurs or is likely to occur, including:

- The provision of a device for summoning immediate assistance that meets the needs of workers based on the workplace violence risk assessment, legislative requirements and other information, and
- Establishing measures, procedures, training and site specific information , where applicable, in regards to summoning immediate assistance

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Training will be provided to all workers before using the device and on regular intervals thereafter, to new management and workers at orientation, and refreshers will be provided on an ongoing basis. Community Living Brant is also committed to annual evaluation of the summoning system with senior management and the Multi Site Joint Health and Safety Committee.

Approved quality improvements will be implemented and communicated to workplace parties. All work place parties are required to follow their site specific information as outlined where applicable.

Employees working in the community will review the “Assessing Violence in the Community, Pre-visit Community Assessment Tool”

- Please note that individual support protocols are reviewed as required based on the needs of the person.

Emergency Procedures:

Each worksite will have an “Emergency Response Manual” that will outline for employees the specific measures for that worksite in the event of any emergency. This manual will contain the following:

- Emergency Procedures
- Serious Occurrence Policy and Procedure and Incident Report Forms
- Individual Profiles and Support Protocols
- Violence in the Workplace Policy and Procedure
- Worker’s Report of Injury/Disease/Violence Form

The staff team will review the “Emergency Response Manual” annually or as changes and updates to the contents are made. Staff will be required to sign off that they have participated in this review.

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3. Reporting, Investigating, and Responding to Violence in the Workplace:

Reporting

As with all health and safety issues, employees are responsible to report all acts defined in the Violence in the Workplace Policy and Procedure to their immediate Supervisor. The "Worker's Report of Injury/Disease/Violence" form is to be completed immediately and given to the Supervisor. If the immediate Supervisor is not available, the On Call Supervisor shall be contacted. The "Worker's Report of Injury/Disease/Violence" form can be found in your worksite Emergency Response Manual. The Supervisor or designate will ensure that the appropriate medical attention is obtained by the employee (if required), and that debriefing occurs with all involved parties within a reasonable amount of time after the incident.

Some work sites may have specific incident reporting requirements based on risk assessments. These must be completed and forwarded to the Supervisor and the Multi Site Joint Health and Safety Committee as required.

Investigating

The Supervisor, will conduct an investigation following the Accident/Injury/ Incident Investigation Policy (Section 2.27). The Supervisor will ensure appropriate measures are taken to safeguard employees and curtail the violence.

No report of violence in the workplace will result in reprisal against the reporting employee.

Responding

A Supervisor who investigates any report of violence in the workplace shall ensure communication of any potentially dangerous situation to employees of the worksite, the Joint Health & Safety Committee, Director, and the Executive Director. These same individuals will communicate to the reporting employee the outcome of the investigation to the extent necessary to optimize future safety of the employee.

4. Education and Training of Employees

All new employees will receive both general and site specific training and orientation to the Violence in the Workplace policy, procedure and prevention program. All employees will have an annual review of the Violence in the

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Workplace Policy and Procedure as well as all aspects of the site-specific components. Employees will be required to sign off that they have received initial and annual training.

5. Evaluation

Management will review the effectiveness of the Violence in the Workplace Policy and Procedure annually in conjunction with the Multi Site Joint Health and Safety Committee.

6. Accountability

All Management and Employees are accountable for following and enforcing policies and procedures related to violence in the workplace. These responsibilities fall under the health & safety responsibilities of each employee's job description. Failing to adhere to the policy and procedure may result in discipline up to and including discharge.